

Kansas Medical Assistance Program

New Beneficiary Self-Service Features!!

In conjunction with the change to plastic medical cards, the Kansas Medical Assistance Program (KMAP) is implementing two new self-service tools for beneficiaries. A new secure KMAP Web site will allow case heads to login to verify coverage and conduct transactions on behalf of all beneficiaries on their case. Additionally, case heads will also be able to access the all new KMAP beneficiary Automated Voice Response System (AVRS). Using a touch-tone phone, case heads can login to hear coverage information for any member of their case.

Both features will help beneficiaries know prior to accessing a provider whether their eligibility is current. Beneficiaries should verify their eligibility prior to accessing a provider to ensure they are covered by KMAP. Each tool is available to beneficiaries 24 hours a day, seven days a week with minimal down time in the early morning hours for maintenance.

Automated Voice Response System: 1-800-766-9012

Available 9/1/2008

When beneficiaries call the above number, they are first asked whether they prefer English or Spanish. The first time they access the tool, they must set-up a four digit PIN to use in the future. To do this, the caller must enter their case number plus the beneficiary and corresponding date of birth for a beneficiary who is associated to their case number. Next, they will setup the four digit pin they will use with their case number every time they call.

To verify eligibility, after logging in, the caller will simply enter the beneficiary's ID number from their medical card and the date they are curious about. The caller will hear if they are eligible for the date submitted and additional information such as managed care plans, Spenddown, KHB, vision services and other insurance/Medicare coverage. The caller can verify coverage for all members of their case on one phone call by simply following the prompts. This feature gives beneficiaries access to verify their eligibility in the same ways providers can.

Secure KMAP Web site: <https://www.kmap-state-ks.us/>

Available 10/1/2008

Using the new secure KMAP Web site, beneficiaries can access their personal information in a secure environment. The following transactions can be performed using the new site:

Verify Eligibility (current and up to 2 years prior)	View/Update Managed Care Enrollment
View/Update Other Insurance Coverage	View KBH Screening Schedule
Request Replacement ID Card	Request Certificate of Credible Coverage
Access Educational Information and Links	View Lock-in, Level of Care and Hospice
Search an Improved Provider Directory	View Spenddown Balance and Related Claims

Beneficiaries should watch for a letter in late August or early September with information about setting up their access.

7/7/2008